



ITW

PATENTS

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Rick Baggenstoss, et al.

Serial No.: **10/733,457**

Filed: **December 11, 2003**

For: **Managing the Rate of Delivering
Performance Interventions in a Contact
Center**

Art Unit: **3713**

Examiner: **Unassigned**

Atty Docket No: **07117.105016**

TRANSMITTAL LETTER

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are papers in the above-identified application.

- ☒ Preliminary Amendment.
- ☒ Applicant(s) claim small entity status. See 37 C.F.R. § 1.27.
- ☒ An additional fee is not required.

					SMALL ENTITY		LARGE ENTITY	
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	RATE	ADDIT. FEE
TOTAL	37	MINUS	37=	0	x9	\$0	x18	\$
INDEP.	6	MINUS	6=	0	x44	\$0	x88	\$
FIRST PRESENTATION OF MULTIPLE DEPENDENT CLAIMS					+150	\$0	+300	\$
TOTAL ADDITIONAL FEE						\$0	\$	

- ☒ The Commissioner is hereby authorized to charge any additional fees required under 37 CFR § 1.16, or to credit any overpayment to Deposit Account No. 11-0980. A duplicate of this sheet is enclosed.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on October 22, 2004.

Michael L. Wach, Reg. No. 54,517

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Atlanta, Georgia 30303-1763

By: 

Michael L. Wach, Reg. No. 54,517



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PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments prior to examination of the present application.

[This section is intentionally left blank.]

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on October 22, 2004.

Michael L. Wach, Reg. No. 54,517